

TL Interview Questions:

- 1- What makes you think you are suitable for this role?
- 2- What is the account billing type?
- 3- Who do you go to for Payroll issues?
- 4- How do you handle transportation cases?
- 5- How would you handle client escalations?
- 6- What would you do if you have a knowledge gap on a new hired batch that is affecting your numbers?
- 7- What are the main characteristics to be a good TL?
- 8- What is Emotional Intelligence, how can it make you a good TL?
- 9- What is more important, AHT or Quality?
- 10-What is coaching and the types of coaching available for skill VS will issues?
- 11-If your team is not meeting the CVA matrix requirements, what will you do?
- 12-Describe in details what is an action plan?
- 13-What is the difference between an action plan and a PSP (Performance success plan)?
- 14-What is a development plan?
- 15-How would you motivate your team?
- 16-How can you gain your team's trust in order to make the work environment more acceptable?
- 17-What are the accounts CVA requirements (What the clients pays for us to complete) as per the SOW (Statement of work – the type of contract)?
- 18-What tool do you use to check transportation?
- 19-What tool do you use to submit a trouble ticket?
- 20-What is the importance of estart?

Case studies and scenarios:

- 1- How would you manage a case where there are two agents on the team that are arguing?
- 2- What if you have an agent that is resistant to your coaching?
- 3- What would you do if you heard that an agent dislikes you? How would you handle this case?
- 4- You have an excess on the team for the required headcount (HC), and you have to terminate one agent to meet the requirements. You have two agents, one is a low performer that is affecting your numbers due to a knowledge gap (Skill), he is a new hire, and he is committed, and willing to improve. Then you have a tenured agent, who has been only meeting his performance but not improving from the bare minimum. The agent has a will issue, and resists to put any more effort. Who would you choose to terminate and why?
- 5- You have a client requesting data, the OM requesting data, and HR requesting data. Who will you give a priority to and why?
- 6- Explain how you would manage your time to complete for the following tasks. Quality calls, performance reports, CVA reports, client reports, transportation escalation, agent coaching. Arrange the tasks based on priority, with justification.